

City of Hayward

Volunteer Program Assistant

DEFINITION

Under general supervision, assists in the planning, organization, implementation and review of the Animal Care Volunteer Program; recruits, trains and evaluates volunteer staff; performs community liaison functions, coordinates public relations activities; humane education programs and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This position is responsible for coordinating the daily activities of the Volunteer Program in the Animal Services Bureau of the Police Department, and for conducting various outreach activities with community organizations.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Animal Services Manager.
Provides direct supervision to volunteer staff.

ESSENTIAL DUTIES: Duties may include, but are not limited to the following:

1. Recruits, interviews, selects, orients, trains and evaluates volunteers; Schedules their daily work assignments and activities to assure maximum program coverage and effectiveness; assures that all departmental procedures are followed; responds to public inquiries involving the volunteer program or staff.
2. Under direction, develops and implements policies and procedures for implementing various volunteer, shelter and community programs; works with Animal Services Bureau supervisors to identify needs and opportunities for utilization of unpaid staff, and to design programs to fill those needs.
3. Designs and develops training and orientation programs in a variety of areas including program procedures, applicable laws and department policies, techniques for dealing effectively with the public, and the proper and humane handling of animals. Produces and updates volunteer training manuals and volunteer job descriptions.
4. Represents the Bureau's various programs to the public and news media through public service announcements, classes, workshops, events and presentations to local groups, schools and civic organizations and through personal contacts with community leaders.

5. Represents the Bureau at luncheons, conferences and coordinates volunteer meetings, events and an annual volunteer/staff appreciation dinner.
6. Coordinates and attends meetings with Volunteer Coordinators from other Animal Care Services and volunteer organizations in the Bay Area.
7. Develops and maintains a system for tracking volunteer program hours and performance measures. Maintains a system to track volunteer skills.
8. Maintains and physically organizes volunteer work areas; maintains current schedules, files and records. Prepares an annual report on volunteer activities.
9. Coordinates the acquisition and distribution of Animal Care Services Bureau volunteer uniforms.
10. Coordinates and solicits donations and grants from private organizations and individuals.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

1. Principals and practices of volunteer work and the operations and functions of municipal animal control or humane society and welfare volunteer programs.
2. Community and government services, agencies and resources.
3. Principals and practices of basic animal care and concern for the well being of animals.
4. Basic knowledge of animal species, types and breeds.
5. Basic knowledge of laws and regulations relating to proper and humane handling of animals.
6. Principles of supervision, consensus building and conflict resolution.
7. Basic knowledge of word processing, desktop publishing and spreadsheet applications

Ability To:

8. Develop and/or assist in developing effective volunteer programs, policies and procedures to meet the needs of Animal Services.

9. Recruit, screen, select, train and evaluate unpaid staff.
10. Develop and maintain positive effective working relationships with community groups, organizations, co-workers, City departments and the public.
11. Communicate effectively with a wide range of clients and agencies
12. Work a flexible schedule; must be able to work weekends and evenings as required.
13. Prepare clear, concise written reports, letters and memoranda.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One year progressively responsible experience in volunteer program management, public relations, project management or similar field.

Education: Equivalent to an AA or Bachelor degree in Public Relations, Public Administration, advertisement or equivalent experience as a volunteer coordinator/supervisor or manager may be substituted.

SPECIAL REQUIREMENTS

Essential duties require the following physical abilities and work environment : The ability to sit, stand, lift up to 50 lbs., not have any serious allergies or fears of animals, travel to designated assignments, use a personal computer, digital photography, and power point and make presentations to various groups. Requires a valid California Drivers License. Ability to pass a background investigation.

PROBATIONARY PERIOD: Six Months

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AAP GROUP: 16
FPPC STATUS: Non-Designated
FLSA STATUS: Non-Exempt